APPLICATION ACCEPTANCE TESTING

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Acceptance Testing (AT) is designed to be part of the application development lifecycle. Its purpose is to provide quality assurance before applications are deployed to production. Different levels of testing are available to fit the needs of the customer. These levels of testing range from simple integration testing to complete verification testing of business and functional requirements.

To assist in testing interoperability with other production applications, the AT environment replicates production hosting and follows similar standards for deployments and application access.

Although not part of the standard accepting testing process, customers have the option to request documentation services, in preparation for production deployments.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
AT Managed Application Hosting	AT Managed Application Hosting provides a robust shared hosting environment for J2EE or PHP applications running on Linux with an Apache web server and a Tomcat application server. Each account has a unique instance of the web server, the application server, and a MYSQL database. AT Hosting also serves as the precursor to Production Managed Application Hosting. Testing of new versions of software from the OS to the actual applications should be tested here before being promoted to production in order to ensure security, interoperability and stability.
Basic Integration Testing	The purpose of Basic Integration Testing is to ensure that the application is functioning in the AT environment. Since this environment closely mimics Production Managed Application Hosting, this gives the customer the ability to ensure that all of the pieces of their application deployment are working in a production ready environment. After the application has been successfully deployed to the AT environment, and the application can be accessed, Basic Integration Testing is complete. (Access to the application is passed to the customer for independent testing).

Standard AT	Charges for Basic Integration Testing are covered within the Managed Application Hosting rate and are charged per account. Trouble-shooting and other assistance needed to create an application package that can be successfully deployed is charged on a time and materials basis.

The purpose of Standard Acceptance Testing is to ensure that the application is functioning per the written functional requirements. This level of testing is only completed upon customer request and is charged on a time and materials basis.

This level of testing includes: basic screen navigation, proofreading for spelling and grammatical errors, date validation, as well as comparison to the requirements document. Using the requirements document as a basis, test plans are created to validate items such as adding, searching, modifying, deleting and/or inactivating records; verifying formatting; validation of requirements; reports (if any are provided); and validating administrative and security functions.

Once tested, this process also involves the documentation of issues and working with the developers for resolution and retesting. |
| Load / Performance Testing | Load testing for performance of applications can also be performed as requested. The AT load testing software can simulate up to 1000 concurrent users. A diagram of application workflow is needed from the customer in order to complete load testing.

During this process, the testing team will work directly with the customer to set up load test scripts which will exercise the documented process. After the load test is done, the customer will be provided with reports showing how the application preformed under a load stress. This valuable service can help provided detailed information about the application before it goes into production.

All load testing services are provided on a time and materials basis. |
| Documentation | Upon request, the AT staff can provide up to three levels of documentation. Basic Application Overview, Users Guides and Quick Reference Guides can be created for an additional fee. |
| Revision Control | Revision control, also known as version control, source control or code management is a feature that aids developers in maintaining a current copy as well as backup copies of their source code in a repository system. The use of revision control is also helpful in ensuring that the right code is packaged in deploying the application to production. This feature is billed on a time and materials basis. |

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
User Acceptance Testing	It is still recommended that Customers perform UAT by those familiar with the desired outcome of the applications before deploying applications to production.

Application Support	Application Support can be obtained outside of the standard AT offering. (See product description for Application Maintenance and Support)
Bleeding edge versions	While trying to stay on the 'leading edge', the AT environment is committed to maintain a level of 'harbor safe' versions in order to ensure a stable and secure environment. Therefore, the AT environment may not always be at the latest released code.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Managed Application Hosting	Each account created in the Acceptance Test Environment will mimic the account that will be created in the Production environment.	$59.00 per month
All other AT Features	All AT Features (with the exception of Managed Application Hosting) are billed in a time and material basis.	$72.00 per hour

ORDERING AND PROVISIONING

Requesting AT services can be accomplished by contacting your CRM or the product manager listed above.

DTS RESPONSIBILITIES

DTS Responsibilities include working with the project manager and other project team resources to complete testing assignments in a timely in efficient manner.

AGENCY RESPONSIBILITIES

Agency Responsibilities include providing the testers with access to the appropriate resources and documentation to complete their assignments within the necessary timeframes.

SERVICE LEVELS AND METRICS

Service Levels and Metrics are discussed and determined on a project basis and are part of the agreement for the engagement.